

# Facility Rules



## Office Hours

Sure Store is staffed Monday to Friday 8am – 5pm, Saturday 8am – 1pm

## Access Hours

6am – 6pm, 7 days a week.

## Accessing the Facility

Please be aware persons entering the premises do so at their own risk. Customers store at their own risk and should follow our reasonable directions.

## In and Around the Facility

For your safety, do not place objects in front of roller doors or gates. Gates, roller doors and other access doors may close without warning and should not be obstructed.

There are shared zones throughout the Facility so please be aware of others, take care and when driving adhere to the 5km speed limit around the Facility. Pedestrians should be aware of vehicles moving around the Facility.

Please be considerate of others. Aggressive, abusive or any antisocial behavior will not be tolerated.

Smoking is not permitted at this Facility. Pets and animals must be restrained at all times in this Facility.

## Your Storage Unit

You must secure your storage unit with a padlock. You keep the key to your storage unit and your goods are stored at your own risk.<sup>1</sup>

The Facility is under continuous CCTV surveillance. The inside of your storage unit may be visible on camera if the door to your storage unit is open.

You must not store hazardous, illegal, stolen, flammable, explosive, environmentally harmful, perishable or living goods or goods that pose a risk to any property or person. This includes lithium-ion batteries or items containing lithium-ion batteries.

You must not access the Facility's electricity supply via power points, extension leads or other measures. Please contact the Office should you require a power supply.

## Your Goods

You must not leave any goods unattended in a common area of the Facility any longer than 24 hours. After this period, we have rights to deal with such goods under your self storage agreement.

## Fees

Storage fees must be paid on time. Failure to pay on time may incur late fees and your access to the storage unit may be suspended. Please contact the Office should you need to discuss outstanding payments.

The Facility has the right to sell your goods if you do not pay your storage fees in accordance with your self storage agreement.

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<sup>1</sup> If you have a Managed Stored Agreement, We will retain the key to your storage unit.

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## Deliveries / Collections

Please contact the office if you wish to have goods delivered to or collected from the Facility.

Any goods received by the Facility for delivery will be stored in a designated area so you should arrange for collection as soon as possible.

If the goods are not collected within 7 days, we will return the goods to the sender at the storer's expense or otherwise dispose of your goods under your self storage agreement.

Please note any receipt and/or dispatch activities are undertaken at your risk, and the area for delivery may be accessed by Facility staff. Although we are authorised to sign for the goods on your behalf, we do not take possession of the goods and we do not take any steps to check the goods or keep them safe. You must comply with, and you must ensure that any third party delivering/collecting the goods complies with, our reasonable directions.

This service is provided on a fair use basis and we may request you to avail the Managed Service Agreement.

## Your Details

Please notify us within 2 business days if your contact details, or the contact details of your Alternative Contact Person change.

## Moving Out

When it's time to move out, please provide 7 days' notice of your intention to move out.

Please ensure you take all goods with you when you move out. **Your unit must be left empty and clean with your lock removed and all rubbish removed from the facility. Charges will apply if these conditions are not met.**